



City of Flagstaff

Comprehensive
Parking Management Program

Administrative Guidelines

November 2016

<https://www.facebook.com/ParkFlag/>

<http://tinyurl.com/Park-Flag>

ParkFlag@flagstaffaz.gov

[\(928\) XXX-XXXX](tel:928XXXXXXX)

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Part 1 – General Guidelines

I. General

- A. All other parking limits / rules apply, including but not limited to
 - 1. Seasonal parking restrictions
 - 2. Parking within the lines or markings
 - 3. Accessible parking restrictions
 - 4. Parking on sidewalks, loading zones, and similar regulations
 - 5. Vehicle abandonment
- B. ParkFlag will be enforcing all parking violations in the management area
- C. A parking permit does not guarantee a parking space is available
- D. On-duty marked Emergency Vehicles are exempt from all regulations.

II. Permits

- A. Virtual permits – License Plate is the permit
 - 1. Verification of Eligibility
- B. General Permit Rules
 - 1. Multiple License Plates allowed
 - a. Unlimited
 - b. One user at a time
 - 2. Permits limited to use (valid) in zone issued
 - 3. No pro-rated sales or refunds – “As-is” annual permits
 - 4. Misuse of permits = Void
 - 5. Annual = July 1 thru June 30
- C. Point of Sale
 - 1. Online
 - 2. Parking Office

III. Meters

- A. Non-functioning
 - 1. One non-functioning = Pay-to-park still applies
(Signs on kiosks note networked system)
 - 2. System non-functioning = Two-hour parking

IV. Program Roll-out

- A. Advance Outreach:
 - 1. Property Owners – Management of Private Parking
 - 2. Marketing side of Website
 - a. Parking Maps
 - b. “Parking Tips” Document

- c. NAIPTA Route Planning App
 - 3. Technical side of Web Site
 - a. Comprehensive Parking Management Plan
 - b. Administrative Guidelines
 - c. Regulatory Map
 - 4. Large Newspaper Advertisements
 - 5. Open Houses
- B. Introductory Period
 - 1. 30 days
 - 2. Courtesy “Failure to Pay Meter” Tickets (No Fine)
 - 3. All other parking tickets normal
- C. Parking Steering Committee
 - 1. Continues to meet monthly as needed
 - 2. Public is welcome
 - 3. Review ParkFlag implementation changes
 - 4. Serves to hear citizen requests for implementation changes

Part 2 - Demand Reduction

I. Transportation Choices

A. Bicycle

1. Coordinate parking and bicycle planning (ParkFlag and FMPO)
2. Include links to FUTS in ParkFlag website
3. Develop parking discount for regular bicycle commuters
4. Include bicycle commute supporting facilities in parking facilities
 - a. Short-term parking
 - b. Long-term Parking
 - c. Bike Share Facilities
 - d. Other facilities such as “stations”

B. Transit

1. Coordinate parking and transit planning (ParkFlag, FMPO, and NAIPTA)
2. Include links to Mountain Line in ParkFlag website
3. Develop parking discount for regular transit commuters
4. Encourage and support NAIPTA park-n-ride facilities
5. ecoPASS – Provided by ParkFlag to those eligible for D or E Permits
 - a. Free
 - b. In lieu of issuance of permit
 - c. Pilot program – starts with 100 being available (year one)
 - d. T Permit

C. Tele-commuting

1. Develop parking discount for regular tele-commuters

II. Parking Choices

A. Park-n-ride Program

1. Include in parking map: Transit, FUTS, and park-n-rides lots
2. Include links to MoveMeFLAG in ParkFlag website
3. Park-n-ride: Buffalo Park parking lot expansion
 - a. Jury Pools
 - b. Co-ordinated with Streets/Parks Section
4. Develop other park-n-ride lots

B. Carpool / Vanpool

1. E permit - Discount for carpool per Fee Schedule (Appendix E)

III. Incentives

A. Educate Employers about Commuter Choice Tax Benefit

- B. Encourage employers paying for employee parking permits to have “cash out” option when not used
- C. Encourage NAPEBT to incentivize active transportation choices for wellness points

Part 3 – Downtown Resident Permit Parking (D Permits)

I. Program Overview:

- A. Single Family Residential Properties (that have no other uses on the property):
Permit holder allowed to park in any “Pay by Plate Parking - E Permit Exempt” space, and when so parked is exempt from posted pay-to-park and/or parking time-limit requirements.
 - 1. Annual
 - 2. Valid
 - a. In specific zone only.
 - b. 24/7
 - c. For three parades per year, permits will not be valid for certain streets and dates (determined annually by the Event Permit):
 - i. Armed Forces
 - ii. Fourth of July
 - iii. Holiday Lights
- B. All Other Residential Units: Permit holder allowed to park in any “Pay by Plate Parking - E Permit Exempt” space in a public parking lot, overnight, and when so parked is exempt from posted pay-to-park requirement and prohibition on overnight parking.
 - 1. Annual
 - 2. Valid 10 PM to 7 AM, November 1 through April 1
 - 3. Not valid for on-street spaces
- C. No Guest Permits

II. Areas Served (See Appendix A):

- A. EN or ES Zones
- B. Streets with meters

III. Eligibility:

- A. Residence Existed on July 1, 2016
- B. Resident of Downtown - One per water meter
 - 1. Number of units not considered
 - 2. Number of tenants not considered

IV. Permits:

- A. Required Linkages
 - 1. Proof of year residence established
 - 2. Vehicle License Plate
 - 3. Water Meter
- B. Cost per Fee Schedule (See Appendix E)



Part 4 – Employee / Business Owner Permit Parking (E Permits)

- I. Program Overview: Permit holder allowed to park in any “Pay by Plate Parking - E Permit Exempt” space, and when so parked is exempt from posted pay-to-park and/or parking time-limit requirements
 - A. Annual
 - B. Valid
 - 1. In specific zone only.
 - 2. 24/7
- II. Areas Served (See Appendix A):
 - A. EN or ES Zones
 - B. On-street Spaces and public parking lots
- III. Eligibility:
 - A. Employees / Business Owners with business located within the same zone
 - B. Employees / Business Owners within 600 feet of the zone may choose only one zone in which to get a permit
- IV. Permits:
 - A. Required Linkages
 - 1. Vehicle License Plate
 - 2. Employment / Business Verification
 - 3. Parking Zone
 - B. Cost per Fee Schedule (Appendix E)
 - C. Permit Sales: Sold by annual lottery until supply increased



Part 5 – Facility Specific Permit Parking (F Permits)

- I. Program Overview: Permit holder allowed to park in “Parking Permit Required – F Permit” parking lot space of a specific facility
 - A. Annual
 - B. Valid
 1. In specific zone only.
 2. 7AM to 5 PM
 - C. Subject to variations based on facility owner/operator and agreement
- II. Areas Served (See Appendix A):
 - A. Various zones (for individual facilities or for a group of facilities)
 - B. Public or private parking lots of specific facilities that are managed by ParkFlag
- III. Eligibility:
 - A. Establishing a Facility Specific Permit Parking Zone (and parking management by ParkFlag)
 1. Public or private parking lots of specific facilities
 2. Suitable lots:
 - a. Those for which the owners use is symbiotic with ParkFlag use of such lots in off-hours, specifically including for public parking
 - b. Have enough available spaces to warrant management by ParkFlag
 3. Management shall be per written agreement between ParkFlag and facility owner/operator
 - B. Issuance of Facility Specific Parking Permit: Per facility owner/operator and agreement
- IV. Permits:
 - A. Required Linkages
 1. Vehicle License Plate
 2. Employment or other verification documents necessary per facility owner/operator’s specification
 3. Parking Zone
 - B. Cost per facility owner/operator and agreement



Part 6 – Residential Permit Parking (R Permits and G Permits)

I. Program Overview:

- A. Resident Permits - Permit holder allowed to park in any “No Parking - R Parking Permit Exempt” space
 - 1. Annual
 - 2. Valid
 - a. In specific zone only.
 - b. 24/7
 - c. For three parades per year, permits will not be valid for certain streets and dates (determined annually by the Event Permit):
 - i. Armed Forces
 - ii. Fourth of July
 - iii. Holiday Lights
- B. Guest Permits – G Permit holder allowed to park in any “No Parking - R Parking Permit Exempt” space
 - 1. Valid for 24 hours

II. Area Served (See Appendix A):

- A. R1-6 Zones
- B. As requested, on block by block basis

III. Eligibility:

- A. Property Owners on blocks with Residential Permit Parking - One per water meter
 - 1. Land use (residential or non-residential) not considered
 - 2. Number of units not considered
 - 3. Number of tenants not considered
 - 4. Off-street parking not considered
 - 5. Vacant Lots not considered
- B. Guest Parking Permits – (12) “Free”, Unlimited Paid

IV. Permits:

- A. Required Linkages
 - 1. Vehicle License Plate
 - 2. Water Meter
 - 3. Proof of ownership (If City record differs)
- B. Guest / Contractor Permits
 - 1. Required Linkages
 - a. Vehicle License Plate
 - b. Resident Permit (Water Meter / Parking Zone)
- C. Costs per Fee Schedule (See Appendix E)



V. Citizen Requested Establishment, Modification, or Elimination Residential Permit Parking:

- A. Proponents are encouraged to meet with ParkFlag staff first to obtain current information, required forms, and assistance
- B. Circumstances Required Implementation:
 - 1. Submittal of complete and correct petition requesting parking management
 - 2. Petition Affirmatively Signed by 51% of affected Property Owners
 - a. Property Owners Only
 - i. Corner lots and other multiple frontage lots vote on the frontage of the address
 - b. Each Water Meter entitles Property Owner to One Vote
 - i. Multiple Water Meters = Multiple Votes
 - ii. Land Use (Res or Non-res) Not Considered
 - iii. Number of Units Not Considered
 - iv. Number of Tenants Not Considered
 - c. Any response other than “Yes”, including no response, is counted as a “No” vote
 - d. Alternatively if the petition is circulated to all affected Property Owners by Certified Mail then no response is counted as a “Yes” vote
 - i. ParkFlag will not pay for postage
 - ii. Return Receipts shall be sent directly to ParkFlag
 - iii. Refusal of Certified Mail is considered no response
 - 3. 75% Occupancy of On-street parking Spaces
 - a. Tested by City - Method and Form Determined by City
 - b. Exemptions:
 - i. Any block within three blocks of FDBIRD
 - ii. Any block within three blocks of NAU
 - 4. Each block must comply individually
- C. Configuration of Resident Permit Parking:
 - 1. Street segments by block bounded by street intersections
 - a. Generally about 100 house numbers
 - b. Alleys are not streets and do not form street intersections
 - 2. One of three configuration options
 - a. Option 1 - Time limited parking in entire area served and permits exempt permit holder from time limit, or
 - b. Option 2 - Open parking ½ of each side of street, and resident parking only (permit required) on remainder of the street, or
 - c. Option 3 - Time limited parking ½ of each side of street, and resident parking only (permit required) on remainder of the street.
 - 3. Other configurations not available
 - 4. Per Base Layout (See Appendix B)
- D. Petitions:



1. Required Form (See Appendix D)
 2. List all Property Owners / Water Meters
 - a. Both sides of block(s)
 - b. Regardless of Vote
 3. Includes Requested Configuration
- E. This provision addresses how a citizen request is to be made and how it will be addressed by ParkFlag. It does not restrict the installation of Residential Permit Parking of any configuration, or any other parking controls, by the City without a citizen request.



Part 7 – Pay-to-park

I. Program Overview:

A. Parkers required to pay for parking.

1. Pay-by-plate
2. Multi-space Kiosks
3. Online and Mobile Payment
4. Hours of Operation: Per schedule (See Appendix C)

B. Meter Exemption Permit

1. Special Events, construction, etc.
2. Associated with Street Closure Permit
3. For three parades per year, Meter Exemption Permit will not be required for certain streets and dates (determined annually by the Event Permit):
 - a. Armed Forces
 - b. Fourth of July
 - c. Holiday Lights

II. Areas Served (See Appendix A): On-street Spaces and public parking lots

III. Cost: per Fee Schedule (See Appendix E)



Part 8 – Time-limited Parking

I. Program Overview:

- A. 2-Hour Parking – 7am to 8pm – M-S

II. Areas Served (See Appendix A):

- A. Cottage Avenue – Mike’s Pike to Agassiz
- B. Benton Avenue - Mike’s Pike to Agassiz
- C. DuPont Avenue – Humphreys to Agassiz
- D. Ellery Avenue - Humphreys to Agassiz



Part 9 – Compliance and Collections

I. Staffing

A. Enforcement Staff:

1. Civilian Employees of PD
2. PD/EV Agreement: Day-to-day supervision within EV
3. With Meter Installation - Add (3) FTE for a total of (4)
4. Ongoing - Add (1) FTE per every 300 spaces added to program

B. Parking Manager:

1. Within EV
2. Interim – CD&R Manager
3. Permanent – Six months after full start of operations

II. Ticket Policies

A. Escalating “Failure to Pay Meter” Tickets

1. Forgive first per Year (“Warning” notice)
2. Increase if not paid in 15 days
3. Increase again if not paid in 30 days
4. Second and third tickets per year will be separate violations.

B. Collection Procedures

1. State of Arizona Assessments still due and payable.
2. Parking tickets paid at/to Park Flag office
 - a. Funds to State of Arizona and Parking fund
3. Contested tickets are referred to Municipal Court
 - a. See also “Dispute Resolution”
 - b. Funds to State of Arizona and General Fund

C. Dispute Resolution

1. Parking Manager’s authority to void tickets
 - a. Information on the citation is accurate or incomplete
 - b. Facts, events or circumstances unknown to the issuing officer
 - c. Ticket in error (compliance demonstrated)
 - d. Mitigating circumstances prevented compliance
2. Parking Manager may not void a ticket on the basis of:
 - a. The meter was broken
 - b. I was only in violation for a minute
 - c. I did not know that I could not park there
 - d. I think the fine is too high
 - e. I did not see the sign or curb markings
 - f. I cannot afford to pay the fine

- g. I have never had a ticket before
 - h. I am from out-of-town
 - i. I am local
 - j. I will never do it again
 - 3. Contested tickets are referred to Municipal Court
- D. Heavy Hitters = (3) tickets unpaid for more than 6 months
 - 1. Void Permits by Address
 - 2. Booting
 - 3. Towing
 - 4. Enable MVD program – Attach to Vehicle Registration
- E. Fines: per Schedule – Revise Schedule

III. Misc.

- A. Enforcement routes start at managed facilities parking lots

Part 10 – Assets

I. Parking Lots at Onset of Program

A. Public Parking

1. Phoenix Avenue
2. Beaver Street
3. Leroux Street
4. Visitor Center
5. Wheeler Park
6. Lumberyard
7. Wong
8. Boyer

B. Managed Facilities

1. City Hall
2. Cherry (APS) Building
3. Downtown Library
4. County Lots (per Map)

C. Additional Public or Managed Parking Lots may be added using standard City acquisition and approval processes.

II. Multi-space Meters (Kiosks):

A. Physical Equipment

1. Small footprint
2. Solar/battery power
3. Multi-lingual
4. Messaging (Instructions, Events, Closures, etc.)

B. Forms of Payment

1. *Cashless* – No bills, no coins
2. Card, Online, Mobile, and Merchant Coupons

C. Networked and Expandable

III. Back-of-house

A. Software

1. Real-time Usage, etc. Reporting
2. System changes (Dynamic Pricing)
3. Collections
4. Boot List

B. e-Permits – R1-6, D, EN-S, F1-X, and G type Permits

1. On-line POS

- 2. Verification required (of some)
- C. Enforcement Module
 - 1. Connect to handhelds (Tablets)
 - 2. Connect to PD/Courts LEEDS Software
- D. Payment of Tickets
- E. Monthly Service
 - 1. Back-of-house
 - 2. Enforcement Module

IV. Compliance Equipment

- A. Electronics
 - 1. Military Grade Tablets
 - 2. Blue Tooth Printer
 - 3. Cell Phone Accounts
- B. Boots

V. Parking Office

- A. Need – Lease space under consideration
 - 1. Accessible (Public and Employees)
 - 2. Payment Window
- B. Furniture
- C. Back-of-house Computer
- D. Point-of-sale system needed
- E. Hot Line (Telephone)

VI. Misc. Supplies & Equipment:

- A. Printer Paper, Envelopes, Pens, etc.
- B. Uniforms

VII. Maintenance

- A. Existing Assets (Parking Lots and Signs) from Existing Budgets
- B. New and Future Assets from ParkFlag Funds

Part 11 – Purchasing

I. Procurement

- A. Meters - National Purchasing Contract
- B. Back-of-house – National Purchasing Contract
- C. Regulatory Signs – (within installation JOC)
- D. Capital Financing – RFP

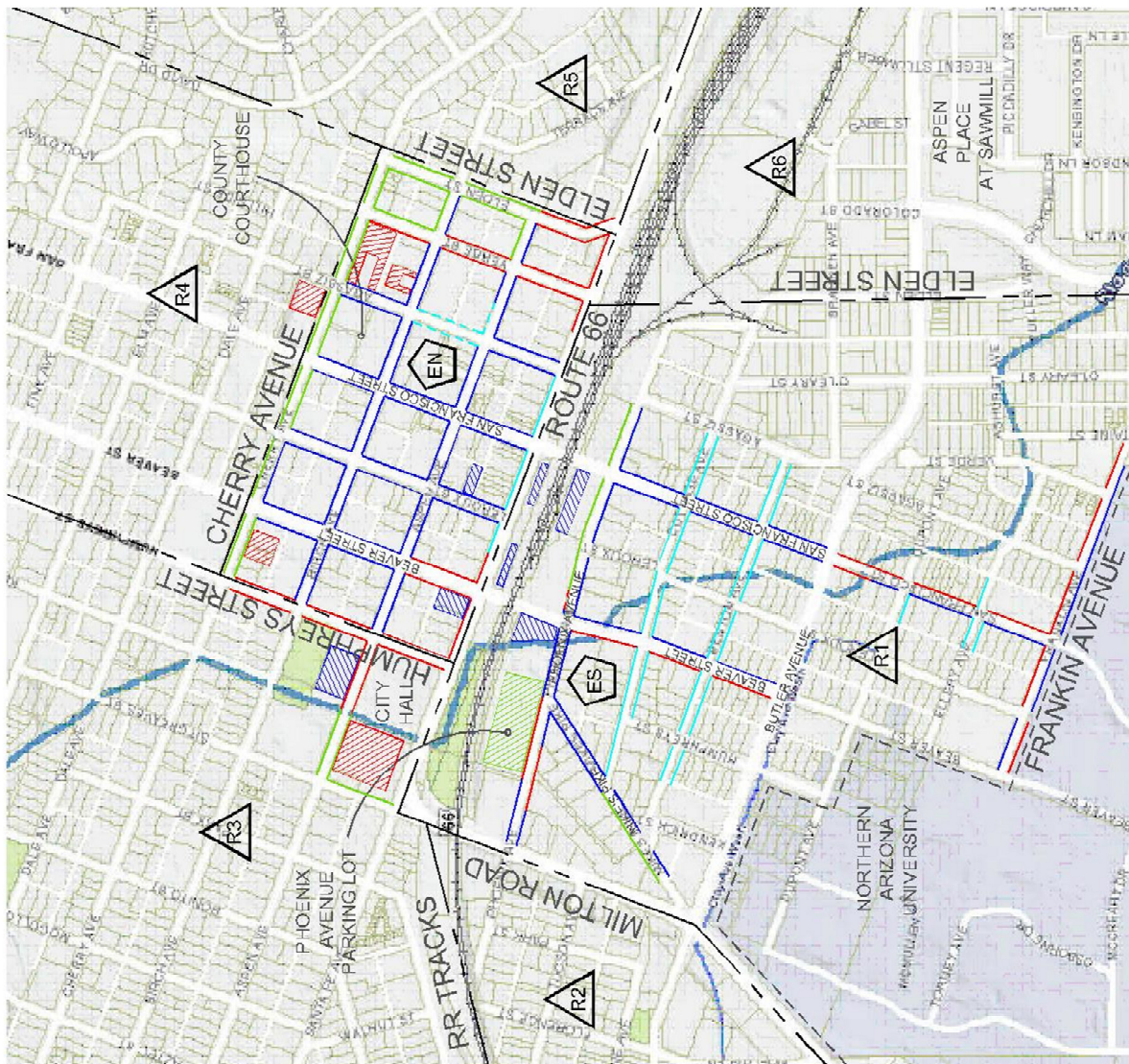
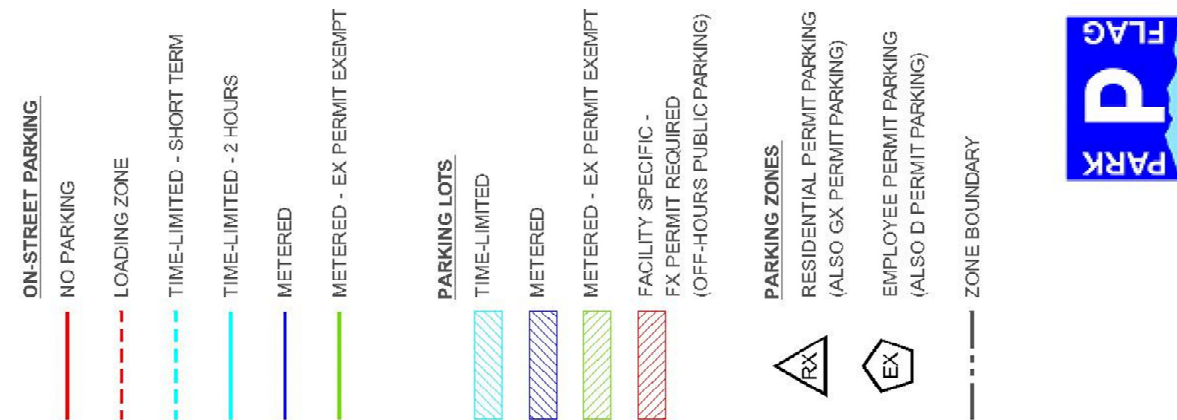
II. Installation – Job Order Contract

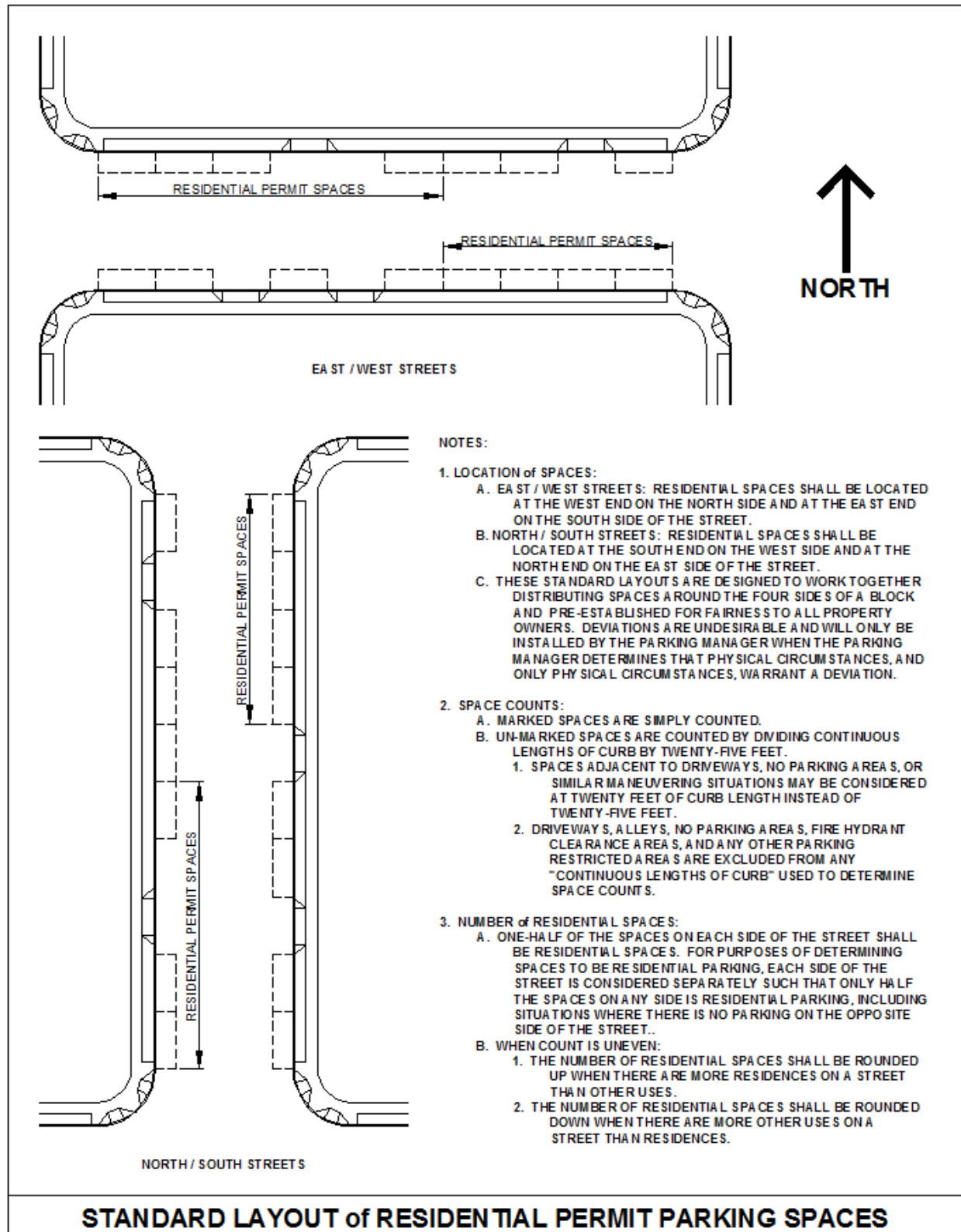
- A. Meters
- B. Signs
- C. Southside Temporary Curbs

Part 12 – Financial

- I. ParkFlag Fund: The City has by ordinance established a Special Revenue Fund for parking and parking management. The revenues and expenses of the parking system are accounted separately from other portions of the City budget. The uses of funds are restricted to parking and parking management. Changes to the ordinance requires special noticing.
- II. Start-up Costs: Funding for the initial capital improvements, equipment, other start-up expenses, and the first year of operations is being provided from the City General Fund. Parking revenues will be used for repayment of City in years two and three.
- III. Capital Reserve: By ordinance, each year, no less than twenty percent (20%) of the annual gross parking revenue will be held in reserve for the acquisition and construction of additional parking.
- IV. Operational Reserve: In determining if additional funds (more than twenty percent (20%) of the annual gross parking revenue) can be placed in the Capital Reserve account, no less than a ten percent (10%) operational fund balance (reserve) shall be carried forward from year to year.
- V. Equipment Capital Financing and Replacement: The Pro Forma is based on financing the pay-to-park equipment (meters) for ten to thirteen years. In the years after the City start-up funding is repaid, the Five-year Plan sets aside funds for the replacement of the equipment.
- VI. Revenues:
 - A. The Pro Forma is based on pay-to-park revenue being the primary revenue of the system.
 - B. Permit revenues and other fees per the fee schedule are relatively minor. The pay-to-park revenue subsidizes the other parking programs.
 - C. After the State portion of citation monies is provided to the State, monies from parking citations collected by the Park Flag office will be deposited in the ParkFlag Fund. Parking citation monies collected by the Municipal Court will be deposited into the General Fund.
- VII. All financial matters subject to the City's Annual Budget process and allocations.

Appendix A – Map of Comprehensive Parking Management





Appendix C – Meter Schedule

Daily Meter Schedule																								
	1a	2	3	4	5	6	7	8	9	10	11	12p	1	2	3	4	5	6	7	8	9	10	11	12a
MONDAY - WEDNESDAY																								
THURSDAY - FRIDAY																								
SATURDAY																								
SUNDAYS & HOLIDAYS																								
Pricing:		\$1.00 per hour																						

Notes:

1. No cap on number of hours purchased.
2. No escalation of hour cost.
3. No Seasonal Price Change

PLEASE INDICATE LOCATION PROPOSED FOR INSTALLATION OF RESIDENTIAL PERMIT PARKING (Example: 400 block of E Dale Avenue):

If installed, we request the following configuration (Prior to obtaining signatures, please check one box and cross-out lines with un-checked boxes):

- Please print legibly and include all water meters in the area proposed, even if other information or a signature is not obtained.*

Note: ParkFlag staff or Utilities Division staff can assist with the identification of water meter numbers on any particular street segment.

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[illegible]

Note: In order to verify the petition, water meter numbers and email contact information for any person signing the petition is required. Please be aware that the information you provide to ParkFlag (the City of Flagstaff) may be used, disseminated, and retained as needed in conducting the City's official business and some information, such as the names of persons who have signed the petition, may be subject to disclosure in accordance with Arizona Public Record laws.

Send complete, correct, unaltered, original petitions to: ParkFlag, 211 W. Aspen Avenue, Flagstaff, AZ 86001

For information or assistance, please email: ParkFlag@flagstaffaz.gov or call (928) XXX-XXXX

Appendix E – Fee Schedule

I. Permits:

- A. Downtown Resident Permit (D) – \$60 per Month
- B. Downtown Resident Permit (D - SFR) – Free
- C. Employee / Business Owner Permit (E)
 - 1. Single - \$45 per Month
 - 2. Carpool – Deduct \$5 for each E Permit eligible employee on one permit
- D. Facility Specific Permit (F) – Free
- E. Resident Permit (R) – Free
 - 1. Guest / Contractor Permit (G) – (12) per year free then \$5 per 24 hours
 - 2. Additional Resident Permit – 1st = \$250, 2nd = \$350, 3rd = \$450

II. Pay-to-park - Meter Rate Schedule Attached

III. Meter Exemption Permit (M)

- A. Events - \$1 per space per half day
- B. Other - \$5 per space per day

IV. Fine Schedule – Ticket Schedule Attached [\[Scan\]](#)

Appendix F – Standard Signage



TYPE: PPK



TYPE: CH2L



TYPE: PPP



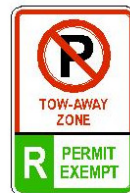
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TYPE: PE



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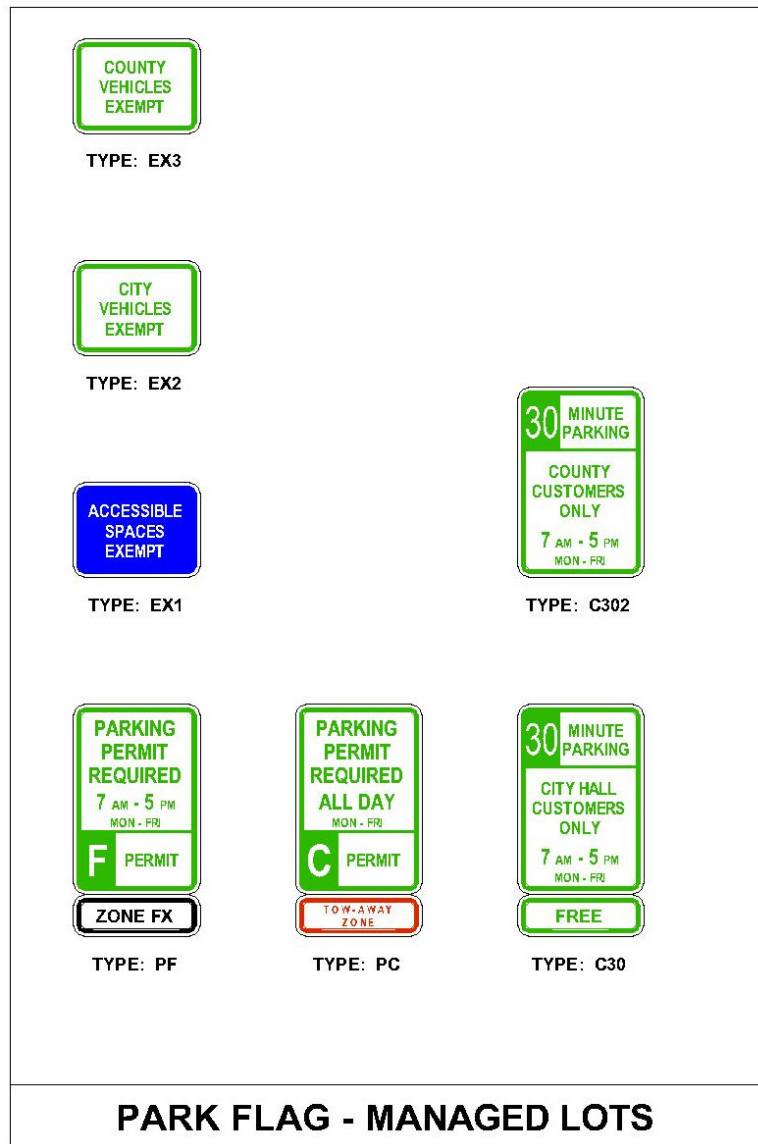
TYPE: TH2



TYPE: PO

PARK FLAG - PUBLIC PARKING

Basic Program Signs



Signs for Managed Parking Lots



Replacement Signs for Streets Division